

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**MASTER TELECOMMUNICATOR
POLICE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs complex technical and clerical dispatching work in the City Police Department. Employee reports to a Telecommunicator Shift Supervisor.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for receiving radio and telephone messages, answering public safety calls and dispatching police and other public safety units as requested or necessary. Employee is assigned to a shift to receive calls and dispatch appropriate personnel in accordance with established procedures as well as provide insight to less-trained staff on non-routine situations. Work also includes operating a computer terminal connected to the Division of Criminal Information and the National Crime Information Center and a complex computer-aided dispatch system. Employee acts in the absence of the shift supervisor and serves as an on-the-job trainer for new employees. Considerable tact and firmness are required in obtaining information from distressed persons. The employee must exercise independent judgment and initiative in receiving messages, responding to emergency situations, dispatching calls, and assisting in the training and counseling of less-trained employees. Work is performed in accordance with departmental policies and procedures and is supplemented by specific instructions as necessary. Work is performed under the general supervision of a Telecommunicator Shift Supervisor, and is evaluated in terms of adherence to departmental policies and procedures and by the accuracy and effectiveness of dispatching.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

On an assigned shift, operates telephone, radio, and other communications equipment in answering requests of law enforcement or related assistance; obtains necessary information and dispatches equipment and personnel as necessary in accordance with established procedures; relays information to dispatched units.

Provides training and counseling to new telecommunicators to ensure compliance with practices and procedures in routine and non-routine situations; provides document training to new telecommunicators.

Monitors residential, commercial and municipal building alarms, and reports activation to appropriate law enforcement personnel and property owners or specified contacts.

MASTER TELECOMMUNICATOR

Utilizes computers connected to the National Crime Information Center and/or Division of Criminal Information to enter and obtain information and/or to communicate with other law enforcement agencies.

In the absence of the Telecommunicator Shift Supervisor, assigns, directs, and supervises a staff of telecommunicators on an assigned shift, ensuring adherence to established policies, procedures and standards; assists and counsels subordinates, as necessary, resolving problems and unusual situations; performs all other essential job functions of the Telecommunicator Shift Supervisor in his/her absence.

Ensures and participates in the maintenance of a log sheet on all complaints and services requested, locations of department vehicles, vehicles and vehicle tags reported stolen, missing persons, etc.

Provides information and advice to the public as requested.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the geographical layout of the City as to location of streets, important buildings and other landmarks.

Considerable knowledge of the operation of two-way radio equipment and related Federal Communication Commission regulations.

Considerable knowledge of the use and application of the Division of Criminal Information and National Crime Information Center databases.

General knowledge of the operation and location of law enforcement units.

Skill in the operation of two-way radio equipment.

Ability to elicit information necessary for proper dispatching from persons who may be distressed.

Ability to assign, train, direct and supervise subordinate staff.

Ability to exercise sound judgment in emergency situations.

Ability to speak clearly, distinctly and politely.

Ability to deal tactfully and courteously with the public.

Ability to maintain simple but effective files, records and reports.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and 3 to 5 years of emergency dispatch experience; and/or any equivalent combination of experience and training required to perform the essential position functions.

MASTER TELECOMMUNICATOR

SPECIAL REQUIREMENTS

Certification by the North Carolina State Bureau of Investigation in operation of the Division of Criminal Information network. Certification by the North Carolina Department of Justice Education and Training Standards Commission.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

October 20, 1999
Pay Grade 12
Non-Exempt